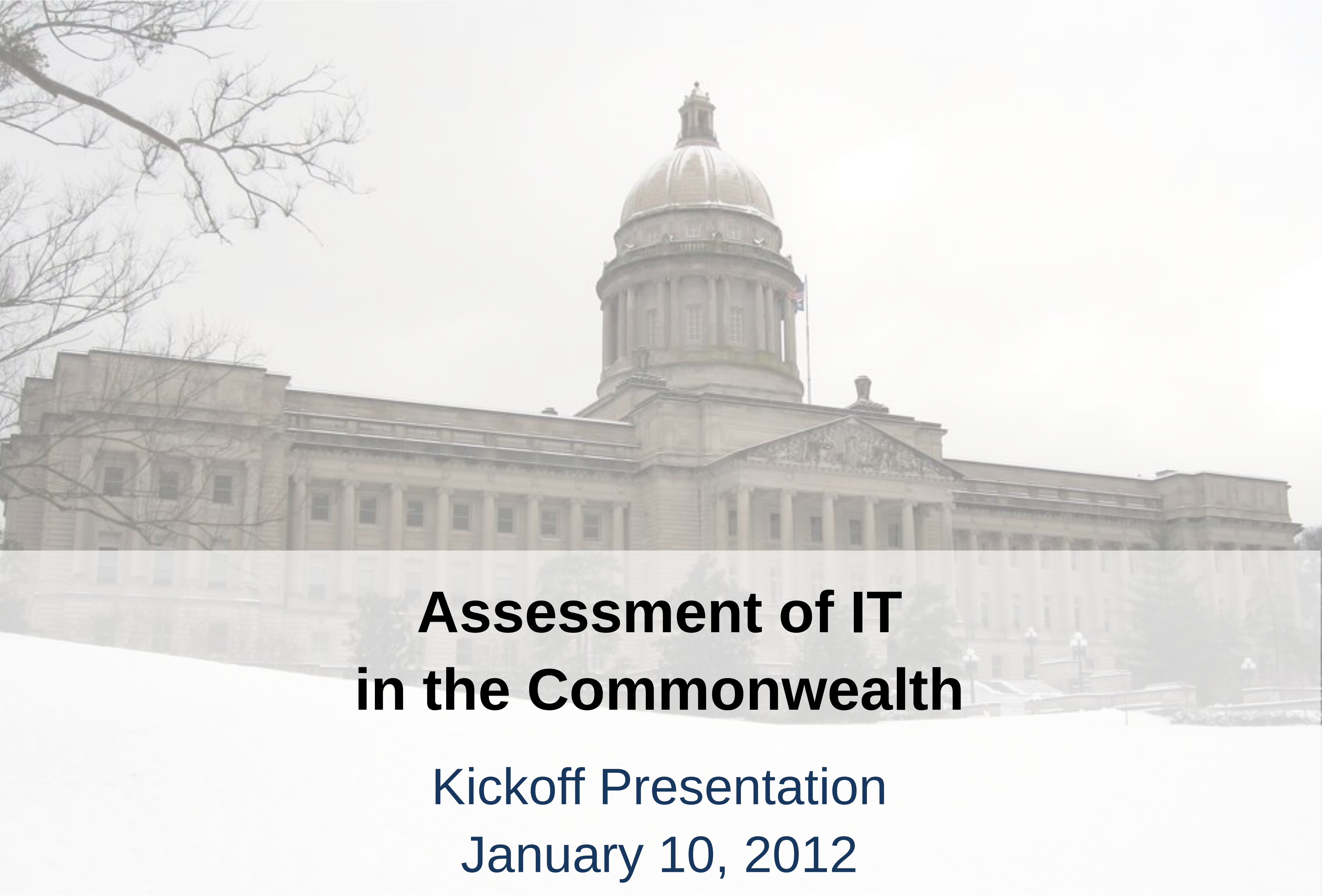


Assessment of IT in the Commonwealth

Kickoff Presentation

January 10, 2012

Agenda

- About PTI
- Project Goals
- Approach, Milestones, and Deliverables
- State Participation
- Project Governance Validation
- Questions
- Brainstorm
  - Business Drivers
  - IT Vision Components

About PTI

Our Mission:
Helping the public sector plan effective technology solutions and strategies

- **Public sector IT planning experts**
- **Relevant state IT experience**
- **Proven team**
- **Track record of success**

Our clients include:

- State of Washington
  - House of Representatives
  - Department of Information Services
  - Department of Labor & Industries
  - Department of Transportation
  - Department of Corrections
  - Office of the State Treasurer
- State of North Dakota
- State of Alaska

Practical Planning. Positive Change.

PTI

Project Goals

- **Evaluate Executive Branch IT**
  - Service model
  - Costs
  - Governance structures and processes
  - Infrastructure
- **Compare Kentucky's approach to IT best practices**
- **Support Smart Government Initiative**
  - Improve IT service delivery across Executive branch
  - Reduce redundancy of IT effort
  - Improve IT customer service
  - Simplify operations support
  - Recommend changes to lower statewide IT operational costs
- **Provide a framework for changing Kentucky's approach to IT**

IT resources doing the right things,
in the right places, at the right cost

Project Approach

Work Plan

Phase 1: Assessment

1.1 Review State and Cabinet/Agency Data and Documentation

1.2 Conduct Interviews

1.3 Conduct State IT Best Practices Research

1.4 Evaluate Current IT Governance

1.5 Analyze IT Funding

1.6 Analyze IT Spending

1.7 Assess IT Organization and Service Delivery

1.8 Assess IT Workload Drivers

~~1.9 Assess Service Catalog (removed from scope)~~

1.10 Develop Findings

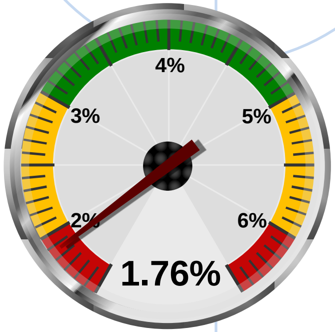
1.11 Conduct Findings Validation Workshops

Fact-based, objective analysis

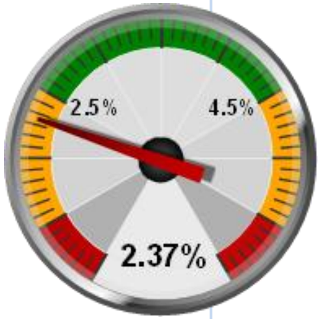
Project Approach

Meaningful Assessment Metrics

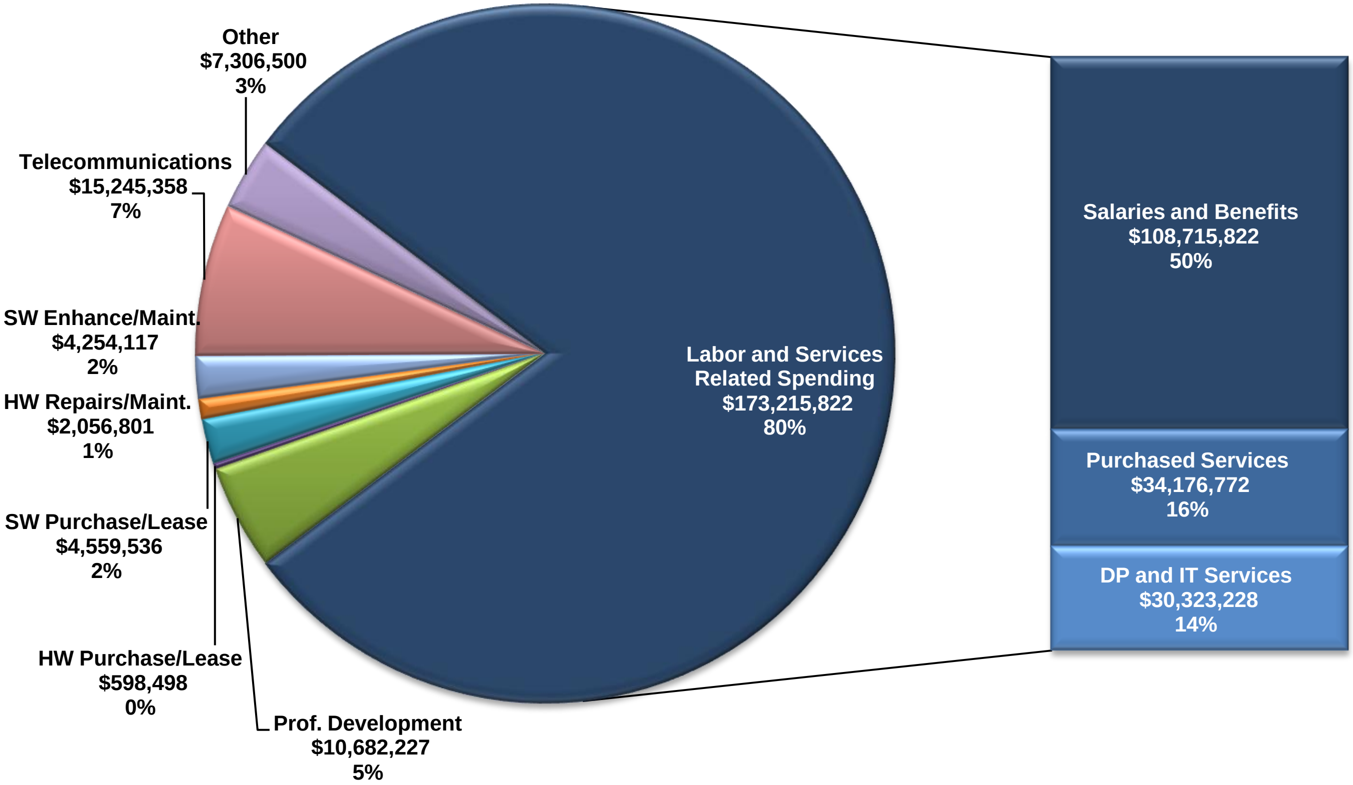
IT O&M FTEs as a percentage of overall O&M FTE



IT spending as a percentage of overall O&M spending



FY 2011 Projected IT Spending by IT Portfolio Category
(general fund only)

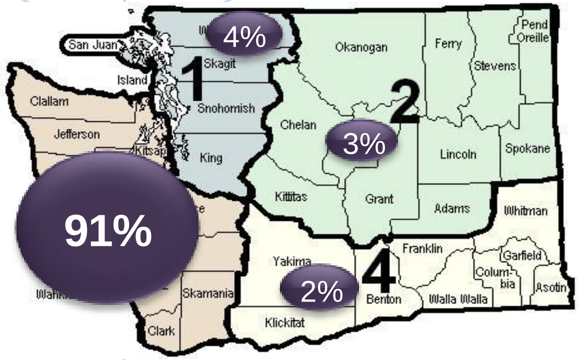


PTI

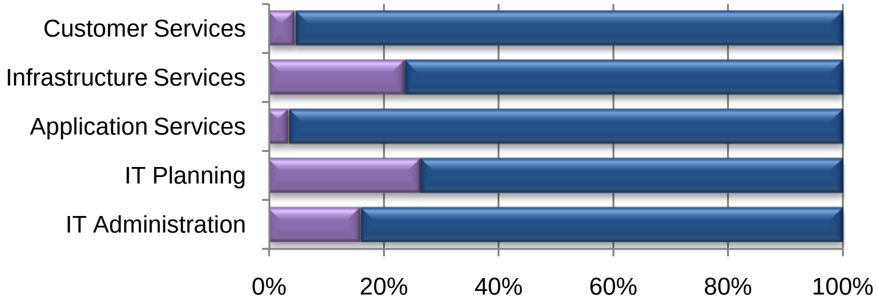
Project Approach

Meaningful Assessment Metrics

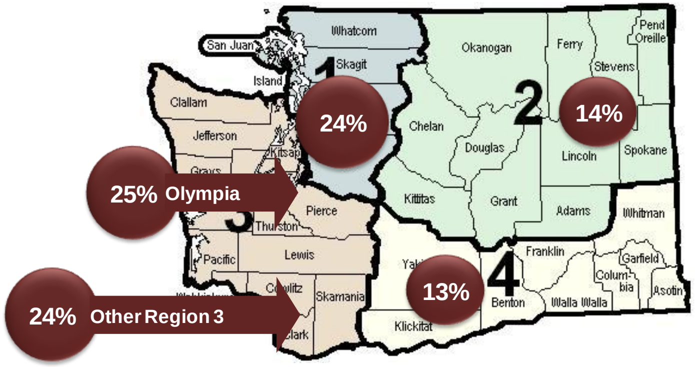
Distribution of Washington State IT FTEs


4%
3%
91%
2%
1
2
4
San Juan
Skagit
Island
Snohomish
Clallam
Jefferson
Kitsap
King
Okanogan
Ferry
Pend Oreille
Stevens
Chelan
Lincoln
Spokane
Kittitas
Grant
Adams
Whitman
Yakima
Franklin
Garfield
Columbia
Asotin
Benton
Walla Walla
Skamania
Clark
Klickitat

Allocation of Total IT Labor
By IT Service Function (% of total)



Distribution of Washington State Server Facilities


24%
14%
25% Olympia
13%
24% Other Region 3
1
2
3
4
Whatcom
San Juan
Skagit
Island
Clallam
Jefferson
Kitsap
Grays
Pierce
Thurston
Pacific
Lewis
Cowlitz
Skamania
Clark
Okanogan
Ferry
Pend Oreille
Stevens
Chelan
Douglas
Lincoln
Spokane
Kittitas
Grant
Adams
Whitman
Franklin
Garfield
Columbia
Asotin
Benton
Walla Walla
Klickitat

Project Approach

Work Plan

Phase 2:
Recommendations Development

2.1 Develop IT Sourcing Evaluation Indicators

2.2 Develop Recommendations

~~2.3 Identify IT Service Catalog Measures (removed from scope)~~

2.4 Conduct Recommendations Validation Workshops

2.5 Prepare First Draft IT Assessment Report

2.6 Prepare Second Draft IT Assessment Report

2.7 Prepare Final IT Assessment Report

2.8 Deliver Final Presentation

Pragmatic framework for action

Project Approach

Sample Labor Efficiencies

Estimated Five-Year Staff Reductions (FTEs)

		Reduction Level		Five Year Target Range	
IT Function	Current (IT FTE)	Moderate	Significant	Resulting IT FTE (Moderate)	Resulting IT FTE (Significant)
Customer Services	534	(136)	(208)	398	326
Infrastructure Services	884	(198)	(316)	686	568
Application Services	1,272	0	0	1,272	1,272
IT Planning & Administration	732	(73)	(298)	659	433
FTE Total	**3,422**	**(406)**	**(832)**	**3,015**	**2,599**

Project Approach

Milestones and Key Work Tasks

	Commonwealth	PTI
JAN/FEB	• Gather data and return to PTI by January 23 • Assist with analysis	• Conduct interviews and focus groups • Analyze/assess IT funding, spending, governance, and service delivery
MAR	• Participate in findings validation workshops	• Develop findings
APR	• Participate in recommendations validation workshops	• Develop recommendations
MAY	• Provide feedback on first draft	• Deliver first draft IT Assessment Report
JUN	• Provide feedback on second draft • Accept final report • Recommend future action as necessary	• Deliver second draft IT Assessment Report • Submit final IT Assessment Report • Deliver final presentation

Deliverables

- **Draft and final assessment reports**
  - Comprehensive evaluation of executive branch IT
  - IT benchmarks, performance metrics and best practices
  - Clear recommendations for IT governance, spending and service delivery
- **Executive-level presentation**

State Participation

- **One-on-one interviews**
  - Executive leadership
  - Cabinet management and CIOs
  - IT governance and funding model subject matter experts
  - Data center operations managers
- **Provision and validation of IT staffing, spending and inventory data – designated SMEs**
- **Validation workshops**
  - Findings – steering committee
  - Recommendations – steering committee
- **Draft report review – steering committee and designates**

Project Governance Validation

• Issues IT governance framework and plan of action	Governor	
• Participates in findings and recommendations validation workshops • Accepts final report and makes recommendations to Governor	SGI IT Governance Committee	• **Mary Lassiter**, Secretary of the Cabinet • **Michael Brown –** Justice and Public Safety • **Lori Flanery –** Finance and Administration • **Mike Hancock** – Transportation • **Joe Meyer –** Education and Workforce • **Janie Miller** – Health and Family Services • **Bob Vance** – Public Protection
• Liaises between PTI and the State • Coordinates logistics • Disseminates information	Project Manager	• **Janet Lile –** Commonwealth Office of Technology • **Tommy Case** – Commonwealth Office of Technology
• Develops findings, recommendations, and deliverables	PTI	

Brainstorm

- Business drivers
- IT vision components